



**Date:** November 2, 2015  
**To:** Thomas J. Bonfield, City Manager  
**From:** Germaine Brewington, Director of Audit Services  
**Subject:** Transmittal of Cross-Connection Control Performance Audit (October 2015)

### **Executive Summary**

The Audit Services Department completed the report for the Cross-Connection Control Performance Audit dated October 2015. The purpose of the audit was to determine if adequate controls existed over the processes administered by the Cross-Connection Control staff at the City of Durham's Department of Water Management.

### **Background**

The Cross-Connection Control (CCC) Program at the City of Durham, administered by the Department of Water Management, is required by the state and federal government to protect water systems from potential contamination or pollution. Staff in the CCC Group implement the City's Ordinance Chapter 70, "Utilities", Article VII, "Cross-Connection Control" which requires all industrial, commercial and irrigation customers to obtain a backflow permit and install backflow prevention assemblies.

The CCC Group issues Backflow Preventer Permits, assigns inspections and approves building plans that are assigned for their review by the Department of City/County Inspections staff. In FY 2014, 2,294 applications were processed; and 2,370 applications were processed in FY 2015. The CCC Group staff also administer the Tester Certification Program.

The Cross-Connection Control (CCC) Group is efficient at performing backflow inspections, issuing backflow preventer permits and approving building plans that need reviews as a result of cross-connections. Controls can be strengthened as it pertains to:

- enforcing non-compliance by commercial customers with annual testing requirements;
- mandatorily opting in non-compliant residential customers into the Opt-In Program;
- monitoring annual testing results to ensure compliance of residential customers voluntarily participating in the Opt-In Program; and
- finalizing standard operating procedures.

### **Issues and Analysis**

The attached report details the objectives, observations, and results of the Cross-Connection Control Performance Audit dated October 2015.

### **Recommendation**

The Department of Audit Services recommends the City Council receive and accept the Cross-Connection Control Performance Audit dated October 2015 as presented and approved at the October 26, 2015 Audit Services Oversight Committee meeting.

Attachment